



October 6, 2009

Dear Homeowner:

By now you know that Rio Bravo Community Association (hereafter “RBCA”) has implemented security enhancements and procedures at the Security Gate. This letter is being sent to you on behalf of the Board of Directors both to solicit your support of the security enhancements and in response to some misinformation circulating in the Rio Bravo Country Club Gated Community (hereafter “Community”). Even though RBCA Board members are volunteers as they serve, they take great pride in the Community and want to assure you that RBCA Board decisions, which are funded by your assessments, fees, and other contributions, are made with the goal of improving the Community. As such, the following are common concerns voiced to the RBCA Board and the RBCA Board’s response.

Why is RBCA in charge of the Security Gate?

Under the Rio Bravo Covenants, Conditions & Restrictions and related documents (hereafter “Governing Documents”) recorded in April 2001; RBCA is the governing association to most, but not all, the associations in the Community. RBCA operates by and through Subsidiary Associations and at this time, does not, act as a direct homeowners association – it is a community association. To the extent that RBCA does not govern your homeowners association, participation by your homeowners association exists outside the RBCA Governing Documents. In the Governing Documents, RBCA is mandated to operate the Security Gate. A few years ago, RBCA formed a Security Gate Committee, which meets periodically and which takes input from any homeowner that wishes to participate. The Security Gate staff is comprised of a contracted third party company that is subject to the Security Gate Protocols, which are the operating policies for the security operations, and are located at www.rbcahoa.org.

Is my homeowners association represented in the decision of RBCA?

Yes, both, as a direct Subsidiary Association (annexed) or as a non-annexed association. In general, Subsidiary Associations, such as Rio Vista, Rio Vista Estates, Montagna, Four Fairways Enclave, and Estates of Rio Bravo have delegates, which are the voice of their respective associations. These delegates should, and have, participated in RBCA and the Security Committee decisions. Non-annexed associations like Fairways, Casa Club, and Rio Bravo Golf Course Master participate outside the RBCA CC&R at their dictate. RBCA has opened both the Board meetings and Security Gate meetings to all associations and homeowners. Meetings, agendas, calendars, minutes, reports, and other documents can be found at www.rbcahoa.org.

Why and when was it decided to add GateWorks and the transponder system at the Security Gate?

Over the years, RBCA and the Security Committee had filtered various concerns, complaints and suggestions to improve security at the Security Gate. About two years ago the Security Gate Committee sought options to improve security in response to those concerns, complaints, and suggestions. After narrowing down the options available, the GateWorks program was purchased, and most recently, the transponder component was purchased to compliment the GateWorks program. GateWorks is the computerized program that lets homeowners manage their guest(s) visits over the internet in real time with the Security Gate. The transponder system allows registered vehicles to utilize the transponder lane and this transponder system is integrated with the GateWorks system. In the long run, both systems are designed to let individuals that belong in the Community access while allowing the Security Gate staff to scrutinize those individuals not pre-authorized to enter the Community. RBCA is in the beginning stages of fully implementing these security enhancements.



I never heard or heard very little about the decisions to add GateWorks and the transponder system, why?

As indicated, the security enhancements are a product of concerns, complaints, and suggestions that have developed over the years. In so developing, both RBCA and the Security Gate Committee had numerous meetings, including an open meeting in the Buena Vista Room at Rio Bravo Country Club where GateWorks representatives and the Board presented the security enhancements to the Community. Moreover, important notices have been sent by mail directly to annexed homeowners and to the management companies for non-annexed homeowners for distribution to the individual homeowners. Some notices have been posted at the Security Gate in large posters. If you did not see these notices, we have posted key information the www.rbcahoa.org website.

Why do the transponders cost \$125.00?

First, the transponder system was not made mandatory in the form of increasing assessments. Instead, a price was determined that would pay the costs associated with the transponder system based on a certain number of transponders being issued. When you pay for a transponder, you are helping with the security enhancements. As indicated in our general announcement implementing the transponder system on April 1, 2009, only \$30.00 of the \$125.00 is non-refundable. The remaining \$95.00 is fully refundable deposit provided the transponder is returned undamaged. Everyone issued a transponder must pay in full for the first transponder; however, the RBCA Board has recently agreed to allow the billing for additional transponders on a quarterly basis over the course of a year (as reflected on the order form).

I do not see the benefit of having a transponder, why should I get one?

You help fund current and future security improvements, you allow Guard Staff to manage visitors more effectively, you increase Guard staff effectiveness, which promotes the benefits of your private community, you benefit from automated technology that you control over the internet, and you will benefit from **priority entry** with no waiting in the visitor lane.

Why are the Security Gate changes such a hassle?

Changing security procedures has not been an easy task. While many homeowners want better security, many of these same homeowners become irate when the improved security efforts are applied to them. Security will have some inconveniences. As indicated, we are in the beginning stages of implementing the transponder system and you have probably noticed that the gate arm goes down after each car. Any vehicle in the visitor lane cannot simply drive through without stopping anymore. Everyone must stop because the gate arm closes automatically after each vehicle. Everyone not pre-authorized in the Community will be screened with the screening process to improve in the days ahead. This screening process will slow the visitor lane traffic, and this is one of the slight inconveniences of improving security. Your patience is not only appreciated but needed.

I heard the logo stickers are being eliminated and I am being forced to get a transponder, is this true?

It is correct that the current logo stickers will be discontinued and potentially replaced with barcode stickers in the future. These future barcode stickers will allow you to make the entry without having to utilize a transponder and the barcode stickers will be subject to random validation. There are simply too many logo stickers circulating amongst unauthorized or unintended users, such as housekeepers, gardeners, vendors, etc. without any accountability. Barcode stickers will be included in your Security Gate services and assigned to your specific vehicles. You do not have to have a transponder. Future procedures will include an option to enter without a transponder. There is no plan to make any overnight changes with all changes to transition as smoothly as possible.



Why are all these security enhancements necessary?

For a number of years, even when this Community had fewer homeowners and the security costs were spread amongst fewer homeowners, homeowners have valued the need to have a Security Gate. We were the first Community to have a 24-hour manned security gate and one of the only communities that has one today. It has meant different things to different homeowners, from piece of mind to a unique value of living in a gated community that is associated with property values or community reputation. Whatever the reason may be, homeowners have made the Security Gate a part of the Community. However, homeowners have complained about unexpected visitors and other problems for almost the same time period. The security enhancements are designed to maximize all the benefits of the Security Gate and to improve on areas important to homeowners.

Are Rio Bravo Country Club members and vendors subject to the security enhancements?

Everyone is. Members will be given an opportunity to get a transponder as well. The transponders issued to members are subject to additional restrictions, such as having access limited to time periods when Rio Bravo Country Club is open. Certain vendors may also get transponders; however, like members, access will be limited. All policies related to the transponders will be set forth in the Security Protocols.

Although the aforementioned questions and answers are not an exhaustive list, the RBCA Board is hopeful that the aforementioned concerns and responses have assisted your understanding of the recent changes at the Security Gate, and has allowed you to consider or re-consider your voluntary participation.

In closing, the RBCA Board would like to reiterate that it takes its role in the Community with a passion to improve it and if you, as a homeowner, would like to comment, complain, or compliment, please do so at any time. Moreover, any homeowner in the Community is welcome to RBCA Board meetings and Security Gate Committee meetings. You can check the calendar at www.rbcahoa.org for exact dates and times. The RBCA Board has included a short questionnaire to this correspondence to allow you to provide further direction.

On behalf of the RBCA Board, I thank you in advance for your consideration, communication, and participation.

Respectfully submitted,

Mario Valenzuela
Authorized Agent for
Rio Bravo Community Association



Security Enhancements Questionnaire

Will you get a transponder?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Maybe <input type="checkbox"/>	I did <input type="checkbox"/>
Did the security gate information help you decide to get a transponder?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Somewhat <input type="checkbox"/>	
Did the deferred payment option help you decide to get a transponder?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Is the RBCA Board moving forward properly with the security gate enhancements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Where you sent any prior information by RBCA on the transponders?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Sure <input type="checkbox"/>	
Did your association management company send you any information on the transponders?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Sure <input type="checkbox"/>	
Did you know you could attend RBCA meetings or get information at www.rbcahoa.org ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Do you agree with the security enhancements, which may cause occasional inconveniences?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Should there be a manned guard gate?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Should we have a combination of a manned and unmanned guard gate with certain hours for each?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Should we have an unmanned guard gate?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Should we have a guard patrolling the community as well?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Would you like text or email notifications when your guest(s) arrives?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Do you agree with the transponder system, including the second arm and lane?	Yes <input type="checkbox"/>	No <input type="checkbox"/>		
Do the security enhancements bring value to your home or community?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not Sure <input type="checkbox"/>	

Name: _____
(Optional)

Comments: _____

Please return this questionnaire by mail, fax, or deliver to Guard Station at the address below:



Transponder Order Form

Transponder Fee, per unit: \$125.00. Please note that transponders are not transferable between vehicles as the transponder will be affixed to only one vehicle.

Name:			
Address:			
Phone:			
Owner:		Payment <input style="width: 20px; height: 20px;" type="checkbox"/>	Deferred ⁱ <input style="width: 20px; height: 20px;" type="checkbox"/>
Member:		Payment <input style="width: 20px; height: 20px;" type="checkbox"/>	Deferred ⁱⁱ <input style="width: 20px; height: 20px;" type="checkbox"/>
Vendor:		Payment <input style="width: 20px; height: 20px;" type="checkbox"/>	
Signature:		Date:	

If I am selecting the deferred payment option, I agree that upon acceptance by Rio Bravo Community Association of my order form, the fee is fully earned and due under the deferred payment plan applicable to me. If I am an Owner, I must pay for my first transponder and can defer payment for additional transponders over a year. Deferred transponders will be billed equally every billing quarter for RBCA. If I am a member, I agree to defer payment over a period of six months, to be billed equally every billing quarter of RBCA, and I further authorize Rio Bravo Country Club, to bill me my member account and transfer payment to RBCA.

Owner and member information is subject to verification. Subscription and use of transponders is subject to Rio Bravo Community Association Security Protocols and policies, as amended from time to time. Such Security Protocols, policies, and related information may be found at www.rbcahoa.org. You will be contacted for installation of the transponder by an agent for Rio Bravo Community Association.

Please return this form, with payment if applicable, to the Guard Station, or mail it to:

**Rio Bravo Community Association
14500 Casa Club Drive
Bakersfield, California 93306-9506**

ⁱ The transponder fee will be billed at \$31.25 per quarter.

ⁱⁱ The transponder fee will be billed at \$62.50 per quarter.